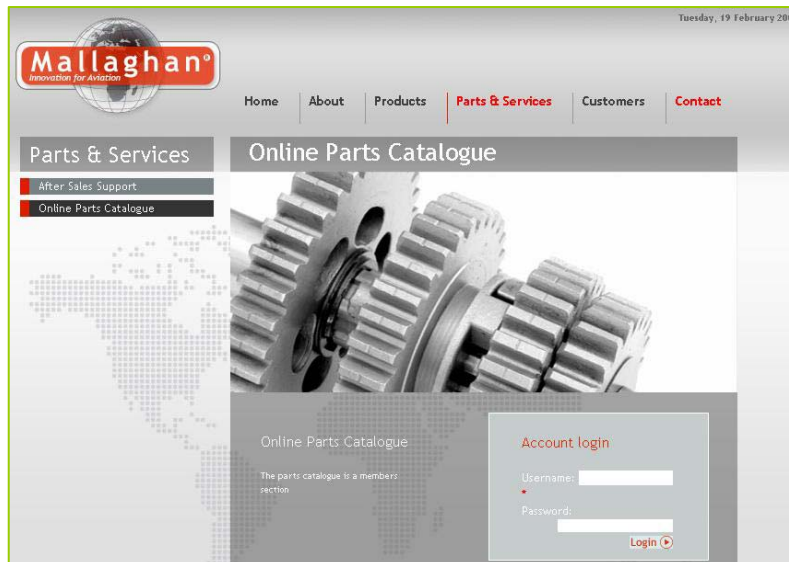




# MALLAGHAN ONLINE SPARE PARTS SYSTEM

## USER GUIDE



REVISION: 1 – APRIL 2008

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## A Welcome From The Managing Director

Dear Customer

MALLAGHAN is pleased to announce the launch of its new **on-line spare parts service** which will allow you to request quotations for spare parts for your equipment via the worldwide web. This service has been designed to enhance the after-sales service that we currently provide. The information contained within this document aims to assist you in using the new spare parts system efficiently and effectively. The amount of text has been kept to a minimum and visual references have been used where possible to concisely convey the different stages of the ordering process.



The spare parts system has been designed with you, the customer, in mind. We are constantly endeavouring to increase the level of after-sales service that we provide to our customers and we welcome any comments or suggestions that you may have on how we can further improve this process. We hope that the new system assists you in the maintenance and service of your MALLAGHAN machine.

Sincerely

RONAN MALLAGHAN

*Managing Director*

## Customer Login Details

- 1) The customer account is set up by the MALLAGHAN Spare Parts Manager when a machine has been delivered and commissioned.
- 2) You will receive an automated email with a login username and password which you can use to access the system.
- 3) It is the customer's responsibility that the login username and password are made available to the required personnel in the maintenance / technical departments from which the spare parts will be ordered.
- 4) Multiple user accounts can be created within the main central account to enable delivery to different addresses (for example, machines on the same contract number which are located in different airports). Once again, it is the customer's responsibility to ensure that the required technical teams in the different locations are set up to use the system.
- 5) At any time, a customer can request a password reset by using the link provided on the log in screen and writing the user name in the required area. The username and password will be automatically sent to the account email that was used in the set up process.

## Accessing the Spare Parts Catalogue

- 6) The Spare Parts Catalogue can be accessed from the MALLAGHAN web site at: <http://www.mallaghan.co.uk>. Alternatively, it can be directly accessed via: <http://www.mallaghan.co.uk/partsandservice/catalogue.aspx>
- 7) The following welcome screen will appear. You should enter your user name and password as shown below.



Figure 1a: Spare Parts Login Page

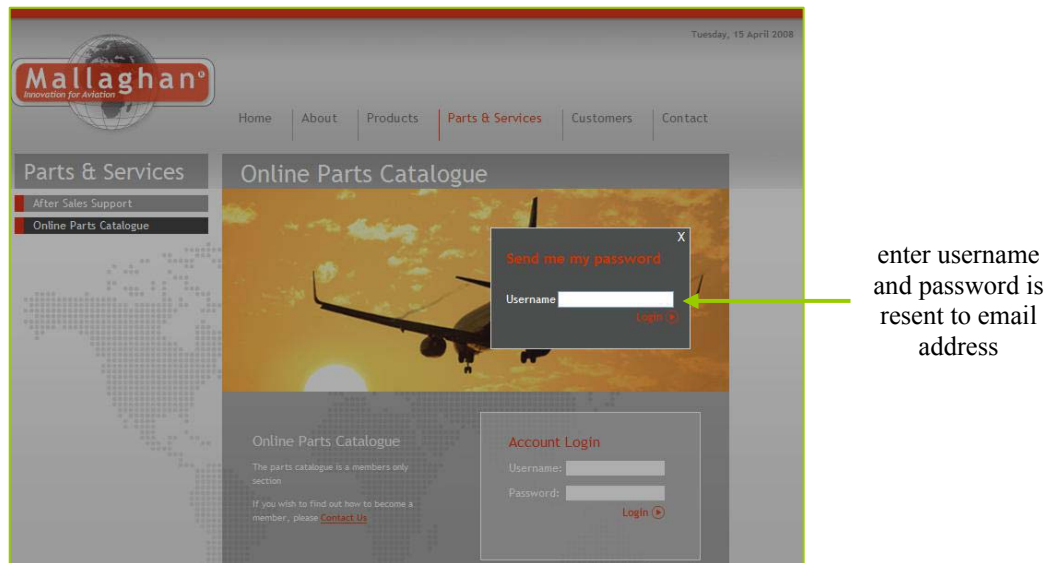


Figure 1b: Password Reset Screen

## Machine Selection Screen

- 8) When you have logged in, the machine selection screen will appear. If you own more than one machine with MALLAGHAN, you will be able to choose the machine type and product code that you require a spare component for. To enter the spare parts catalogue for a particular machine, click on the “**parts**” icon.
- 9) From the machine selection screen, you can also download a PDF version of the product manual. To do this, click on the “**manual**” icon. The manual will automatically open in a new window.
- 10) The machines can also be selected from the drop-down menu on the left hand side of the page.

Friday, 4 April 2008

Mallaghan<sup>®</sup>  
Innovation for Aviation

Home | About | Products | **Parts & Services** | Customers | Contact

**Parts & Services**

- After Sales Support
- Online Parts Catalogue

**Parts Catalogue**

Your Products

Choose

Main Categories..

Sub Categories..

Shopping Cart Items (0)

**Your Products**

Water Service Unit 1000	0715340	03/04/2008	Manual	Parts
Tristair HR	0715371	03/04/2008	Manual	Parts
Eurostair MR	0715356	03/04/2008	Manual	Parts
Medical Lift - ML6100T	0715367	03/04/2008	Manual	Parts
Eurostair HR	0715330	03/04/2008	Manual	Parts

machine can also be chosen from drop down menu

link to shopping cart

enter spare parts catalogue here

download manual here

machine selected from description and list of product codes

Figure 2: Machine Selection Screen

## Finding the Spare Part you require

- 11) Once in the Spare Parts Catalogue for a particular machine, there is a general list of different areas of the machine which you can browse through to locate the specific component that you require.
- 12) The different areas of the machine can be accessed via the red titles in the main frame of the page OR via the “drop down” menu located on the left-hand side of the page.
- 13) The drop down menu can also be used as a direct link to change the product which you are currently viewing.

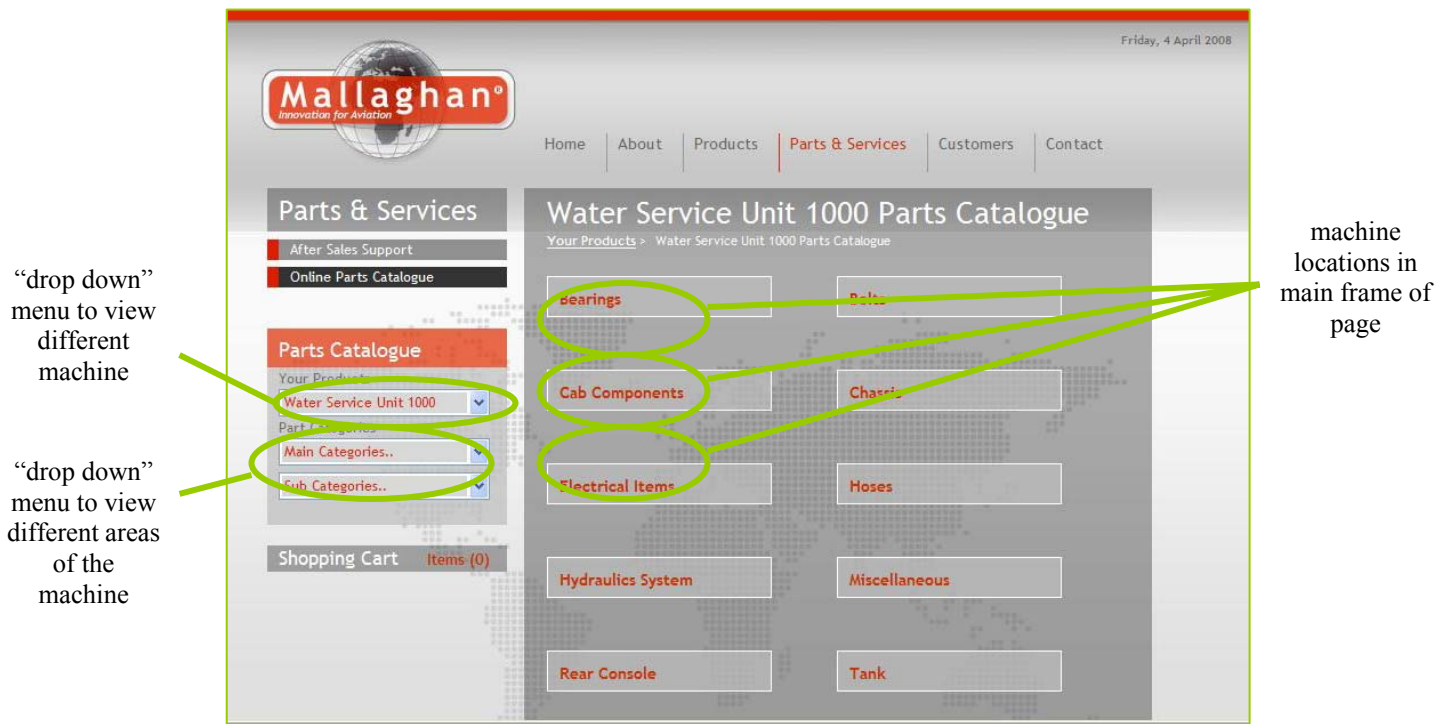


Figure 3: Area Selection Screen

- 14) When a specific area of the machine is chosen, the parts list for that area will appear. If required, the selection area can be further filtered by selecting a sub-category area from either the “drop down” menu on the left-hand side OR the new drop down filtering menu which appears on the top of the main frame.

the text tells you which category you are currently in

the “drop down” menu on the left-hand side can always be used to select the category and sub-category

new “drop down” filtering menu appears allowing a sub-category to be chosen

part details link

add to cart link

Figure 4: Parts List Screen

- 15) The parts list displays a photograph of the part and provides you with the part description and the unique MALLAGHAN product code.
- 16) Further details of the part can be viewed by clicking the “**details**” text. This will take you to the parts details page.
- 17) If you are certain that the part is the one that you require, it can be directly added to your shopping cart by clicking the “add to cart” text. This will take you to the “shopping cart page”.

## The “Part Details” Page

- 18) The part details page is designed to facilitate you in ensuring that the part you are viewing is the correct part that you require for your machine. The small thumbnail photograph that is displayed in the “parts list” page will now appear as a larger image.
- 19) The part can be added to the shopping cart by clicking the “**add unit to cart**” link.
- 20) If the part is a bearing, an additional link will appear underneath the photo called “**view bearing location**”. When clicked, a new window will open which shows the exact location of the bearing on the machine.
- 21) If the part has sub-assembly components, these will be displayed and a quotation for a sub-assembly component can be requested by checking the relevant boxes. This allows you to replace a filter / bearing / gasket / O-ring instead of replacing an entire unit.
- 22) An exploded view of the sub-assembly component parts can be viewed by clicking the link called “**view sub-assembly**”.

The screenshot displays the 'Eurostair HR Parts Catalogue' page for an 'RX12/12 Gearbox Single Unit' (Part No. 00004133). The page features a navigation menu with 'Parts & Services' selected. On the left, there are filters for 'Eurostair HR', 'Hydraulics', and 'Steering Units'. The main content area shows a product image of the gearbox unit with an 'Add unit to cart' button circled in green. Below the product image is a 'Subassembly Components' section with a list of six items, each with a checkbox for selection. A 'Component Diagram' link is also visible. At the bottom of the sub-assembly list is an 'Add items to cart' button. Green callout lines point from text labels to these specific elements: 'entire unit can be added to shopping cart by clicking here' points to the 'Add unit to cart' button; 'an exploded view of the sub-assembly components can be viewed by clicking here' points to the 'Component Diagram' link; 'the required sub-assembly parts can be ordered by checking the relevant boxes' points to the checkboxes in the sub-assembly list; 'the sub-assembly components can be added to the shopping cart by clicking here' points to the 'Add items to cart' button; and 'sub assembly parts list' points to the sub-assembly list itself.

entire unit can be added to shopping cart by clicking here

an exploded view of the sub-assembly components can be viewed by clicking here

the required sub-assembly parts can be ordered by checking the relevant boxes

the sub-assembly components can be added to the shopping cart by clicking here

sub assembly parts list

Figure 5: Part Details Screen - Subassemblies

## Shopping Cart Page

- 23) When the “**add unit to cart**” link is selected from either the parts list page or the part details page, the item is added to your cart and you are automatically taken to the shopping cart page.
- 24) At any time you can view which items are in your shopping basket by clicking the “**shopping cart**” text. This is located on the left-hand side of the screen below the machine selection drop-down menu. The number of items in your shopping cart is also displayed.
- 25) You can choose the number of any particular item within the shopping cart by writing in the small text box.

**The “update cart” button must be pressed in order for the quantities to be stored when proceeding to the “checkout” stage.**

- 26) You can remove any item from the shopping cart by clicking on the bin icon.
- 27) You can remove all items from the shopping cart by clicking on the “**empty cart**” text.

The screenshot shows the Mallaghan Shopping Cart page. The page header includes the Mallaghan logo and navigation links: Home, About, Products, Parts & Services, Customers, and Contact. The main content area is titled 'Shopping Cart' and contains a table of items. The table has columns for Product, Part, Qty, and Remove. Two items are listed: Eurostair MR (part 20220007) and Eurostair MR (part 30300000). The quantity for each item is 1. There are buttons for 'Empty Cart' and 'Update Cart' at the bottom of the table. Below the table are buttons for 'Back to Shopping' and 'Checkout'. On the left side, there is a 'Parts Catalogue' section with a 'Choose' dropdown menu and 'Main Categories..' and 'Sub Categories..' dropdown menus. Annotations with green lines and circles point to various elements: 'component description' points to the 'Eurostair MR' text; 'machine on which component found' points to the 'Eurostair MR' text; 'empty cart button' points to the 'Empty Cart' button; 'button to return to shopping' points to the 'Back to Shopping' button; 'desired quantity can be changed here' points to the 'Qty' column; 'item can be removed' points to the bin icon; 'update cart button' points to the 'Update Cart' button; and 'proceed to check out button' points to the 'Checkout' button.

Product	Part	Qty	Remove
0715330 Eurostair MR	20220007 CIRCLIP EXT 9MM	1	
0715356 Eurostair MR	30300000 WHEEL-EUROSTAIR FC & MR 235 / 75R / 17.5 CONTINENTAL	1	

Figure 6: Shopping Cart Screen

- 28) You can continue shopping and add more products by clicking the “**back to shopping**” button.

## Checkout

- 29) There are three pages which must be passed through in order to “checkout” and receive a quotation for the parts that you require.

### Order Details

- 30) In the order details page, you can view a list of the parts that you are requesting a quotation for. At this stage it is still possible to remove any component by clicking on the bin icon.

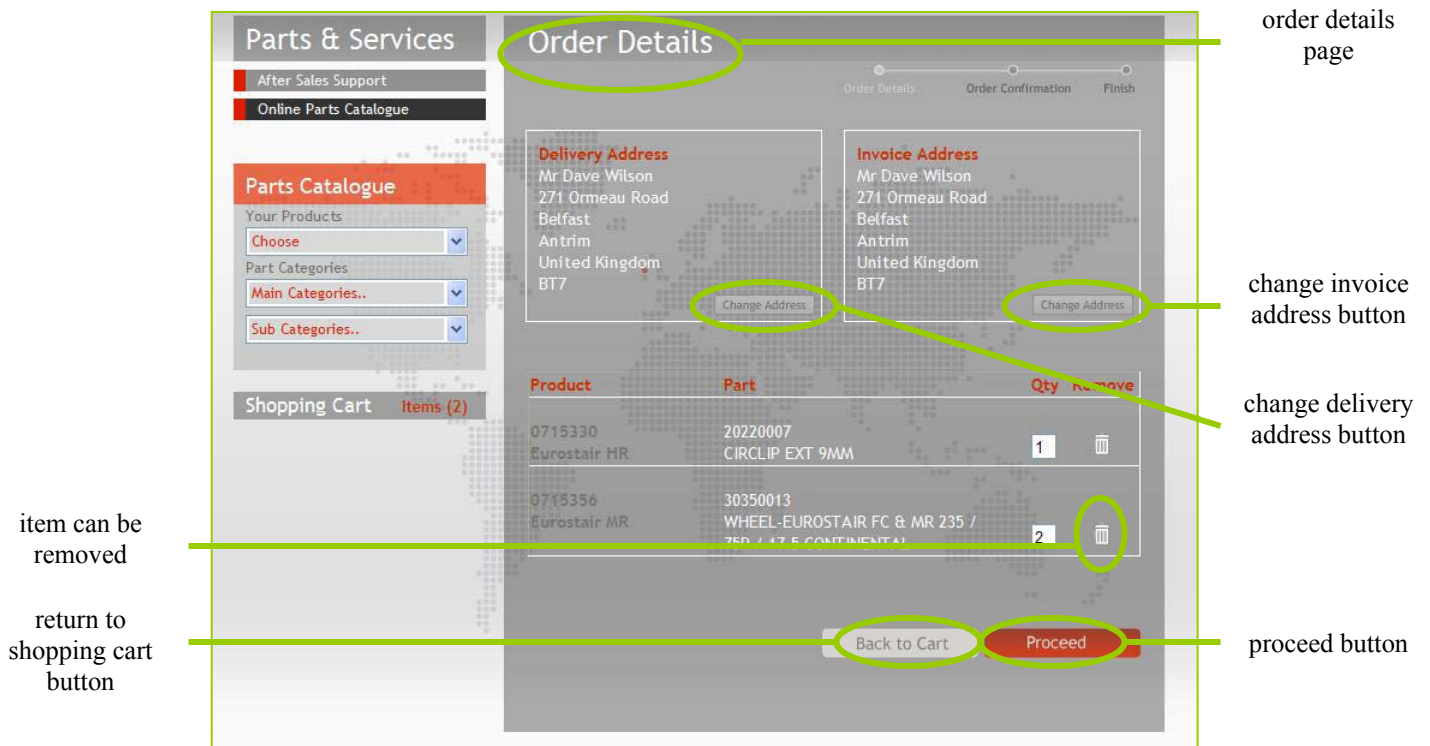


Figure 7: Order Details Page

- 31) You must choose the invoice and delivery addresses from the available menus.

**The delivery address and invoice address can be chosen from the list of all addresses which are held on the MALLAGHAN administrative system for a particular account. If your address is not present, you must contact the Mallaghan Spare Parts Manager who will add the delivery address to the system.**

- 32) When you have selected the addresses, you can click the proceed button to move to the “order confirmation” page.

**If the addresses have not been selected, the proceed button WILL NOT function**

## Order Confirmation

- 33) In the “order confirmation” page, you can review the details of your request to ensure that it is correct and all the information is correct.
- 34) If you need to make a change, you can click on the “**back to order**” button which will take you back to the “order details” page.
- 35) There is a “free text” comments box which allows you to add any additional information which you feel may help the MALLAGHAN Spare Parts Manager with your enquiry.
- 36) If you are happy with the quotation request, press the “**confirm**” button to complete the order.

The screenshot shows the 'Order Confirmation' page. On the left, there is a sidebar with 'Parts & Services' and 'Parts Catalogue'. The main area displays the order details, including delivery and invoice addresses, and a list of products. At the bottom, there are 'Back to Order' and 'Confirm' buttons.

Figure 8: Order Confirmation Page

## Finish Page

- 37) When the “**confirm**” button is clicked, a window will appear stating that your request has been successfully placed. You will receive a confirmation email at the specified email account which provides the details of the components that you would like to receive quotations for.

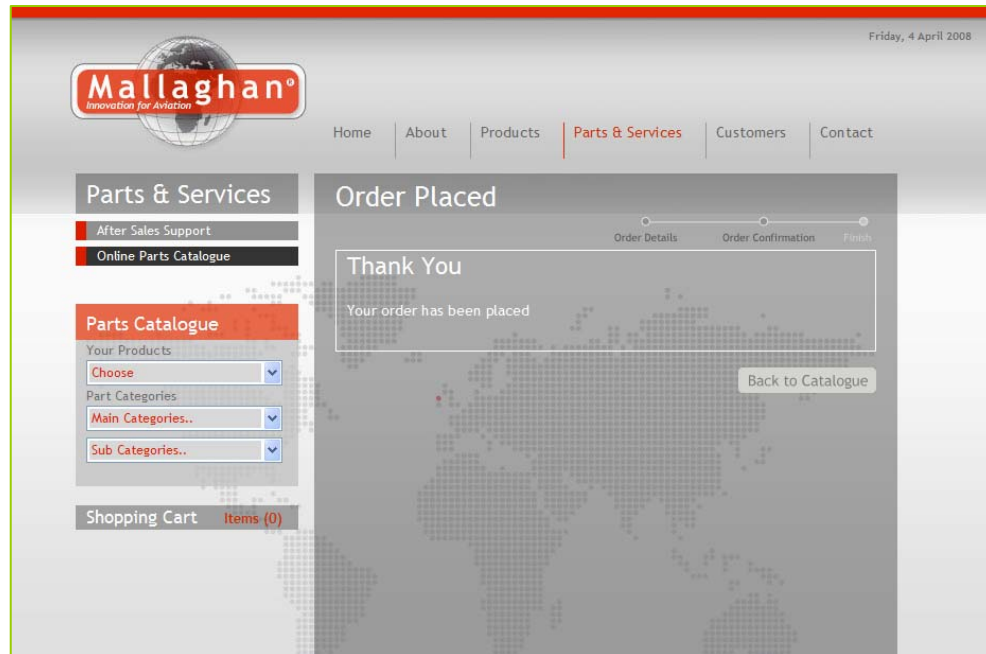


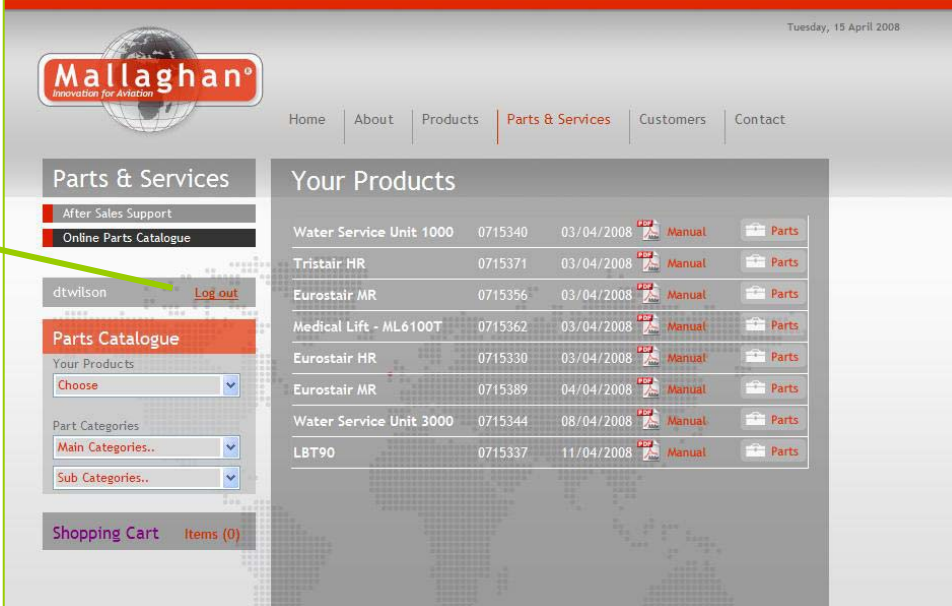
Figure 9: Finish Page

- 38) An automated email is also sent to the MALLAGHAN Spare Parts Manager communicating the details of the request. The MALLAGHAN Spare Parts Manager will contact you within one working day with the cost price of the component, the delivery price of the component and the estimated delivery time.

## Logging Out

39) If you log out at any stage when using the Spare Parts system, the items that you hold in your shopping cart will still be visible the next time that you log in.

40) You can log out of the system at any time by pressing the “**log out**” button.



The screenshot shows the Mallaghan website interface. The logo at the top left reads "Mallaghan® Innovation for Aviation". The navigation menu includes "Home", "About", "Products", "Parts & Services", "Customers", and "Contact". The "Parts & Services" section is active, showing options for "After Sales Support" and "Online Parts Catalogue". A user is logged in as "dtwilson", and a "Log out" button is visible next to the username. A green arrow points to this button with the label "Log out button". The "Parts Catalogue" section includes a "Your Products" dropdown menu, "Part Categories" dropdowns for "Main Categories.." and "Sub Categories..", and a "Shopping Cart" showing "Items (0)". The "Your Products" table lists various items with their part numbers, dates, and manual links.

Product Name	Part Number	Date	Manual	Parts
Water Service Unit 1000	0715340	03/04/2008	Manual	Parts
Tristair HR	0715371	03/04/2008	Manual	Parts
Eurostair MR	0715356	03/04/2008	Manual	Parts
Medical Lift - ML6100T	0715362	03/04/2008	Manual	Parts
Eurostair HR	0715330	03/04/2008	Manual	Parts
Eurostair MR	0715389	04/04/2008	Manual	Parts
Water Service Unit 3000	0715344	08/04/2008	Manual	Parts
LBT90	0715337	11/04/2008	Manual	Parts

Figure 10: Logging Out